



SLOVENSKI STANDARD
SIST EN ISO 9241-920:2017
01-januar-2017

Ergonomija medsebojnega vpliva človek-sistem - 920. del: Navodilo za taktilne in haptične interakcije (ISO 9241-920:2009)

Ergonomics of human-system interaction - Part 920: Guidance on tactile and haptic interactions (ISO 9241-920:2009)

Ergonomie der Mensch-System-Interaktion - Teil 920: Anleitung zu taktilen und haptischen Interaktionen (ISO 9241-920:2009)

Ergonomie de l'interaction homme-système - Partie 920: Lignes directrices relatives aux interactions tactiles et haptiques (ISO 9241-920:2009)

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ICS:

13.180	Ergonomija	Ergonomics
35.180	Terminalska in druga periferna oprema IT	IT Terminal and other peripheral equipment

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en,fr,de

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EUROPEAN STANDARD

EN ISO 9241-920

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Ergonomics of human-system interaction - Part 920: Guidance on tactile and haptic interactions (ISO 9241- 920:2009)

Ergonomie de l'interaction homme-système - Partie
920: Lignes directrices relatives aux interactions
tactiles et haptiques (ISO 9241-920:2009)

Ergonomie der Mensch-System-Interaktion - Teil 920:
Anleitung zu taktilen und haptischen Interaktionen
(ISO 9241-920:2009)

This European Standard was approved by CEN on 12 June 2016.

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European foreword

The text of ISO 9241-920:2009 has been prepared by Technical Committee ISO/TC 159 “Ergonomics” of the International Organization for Standardization (ISO) and has been taken over as EN ISO 9241-920:2016 by Technical Committee CEN/TC 122 “Ergonomics” the secretariat of which is held by DIN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by January 2017, and conflicting national standards shall be withdrawn at the latest by January 2017.

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**Ergonomics of human-system
interaction —**

Part 920:
**Guidance on tactile and haptic
interactions**

iTeh STANDARD PREVIEW —
Ergonomie de l'interaction homme-système —

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*Partie 920: Lignes directrices relatives aux interactions tactiles et
haptiques*

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

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ISO 9241-920 was prepared by Technical Committee ISO/TC 159, *Ergonomics*, Subcommittee SC 4, *Ergonomics of human-system interaction*.

ISO 9241 consists of the following parts, under the general title *Ergonomic requirements for office work with visual display terminals (VDTs)*: **(standards.iteh.ai)**

- Part 1: General introduction
- Part 2: Guidance on task requirements
- Part 4: Keyboard requirements
- Part 5: Workstation layout and postural requirements
- Part 6: Guidance on the work environment
- Part 9: Requirements for non-keyboard input devices
- Part 11: Guidance on usability
- Part 12: Presentation of information
- Part 13: User guidance
- Part 14: Menu dialogues
- Part 15: Command dialogues
- Part 16: Direct manipulation dialogues
- Part 17: Form filling dialogues

ISO 9241 also consists of the following parts, under the general title *Ergonomics of human-system interaction*:

- Part 20: Accessibility guidelines for information/communication technology (ICT) equipment and services
- Part 110: Dialogue principles
- Part 151: Guidance on World Wide Web user interfaces

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- *Part 171: Guidance on software accessibility*
- *Part 210: Human-centred design for interactive systems*
- *Part 300: Introduction to electronic visual display requirements*
- *Part 302: Terminology for electronic visual displays*
- *Part 303: Requirements for electronic visual displays*
- *Part 304: User performance test methods for electronic visual displays*
- *Part 305: Optical laboratory test methods for electronic visual displays*
- *Part 306: Field assessment methods for electronic visual displays*
- *Part 307: Analysis and compliance test methods for electronic visual displays*
- *Part 308: Surface-conduction electron-emitter displays (SED) [Technical Report]*
- *Part 309: Organic light-emitting diode (OLED) displays [Technical Report]*
- *Part 400: Principles and requirements for physical input devices*
- *Part 410: Design criteria for products for physical input devices*
- *Part 920: Guidance on tactile and haptic interactions*

The following parts are under preparation:

- *Part 100: Introduction to standards related to software ergonomics*
- *Part 129: Guidance on software individualization*
- *Part 420: Selection procedures for physical input devices*
- *Part 910: Framework for tactile and haptic interaction*

Forms-based dialogues and design guidance for interactive voice response (IVR) applications are to form the subjects of future parts 143 and 154.

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